

Recruiting and Using a Volunteer Geek Force: Volunteer Training Topics

Volunteers can provide manpower to staff events in your community and at your library. With the right training, volunteers can provide front-line answers to community questions about your library. Volunteers can also help connect community members who have specific questions to staff members who can personally assist them with their questions. Volunteer training topics to consider include:

- What makes your library a district library?
- I live in xyz township. Can I use your library?
- How do I get a library card?
- How is the library funded?
- Why is the library open less hours now than it used to be?
- Why did you move to RFID (self check-out) and what were the implications of RFID on staffing?
- Can I volunteer at the library?
- Does your library accept donations?
- Tell me about the Friends group for your library.
- Tell me about your public access computers, wireless access, copier/fax, and other similar resources.
- How do I access new book and movie releases?
- How do I borrow materials from another library?
- Tell me about your Readers' Advisory service.
- Tell me about the following special collection: genealogy, large print, foreign language
- Does your library have book group resources?
- Tell me about your digital collection: eBooks, eAudio Books, eMusic, eMovies/TV, eMagazines
- Where do I get information on story times, children's programs, or teen programs?
- How do I reserve a meeting room?
- What databases and other electronic resources are available?
- Tell me about SCORE business counseling and/or workshops.
- Share some of your library statistics with me (items checked out/downloaded, number of people visiting library, etc.)
- How do those statistics compare to other libraries?

Tips for a volunteer success at Geek events:

- Know your pitch
- In front of the table vs. behind it
- Open body language
- If you don't know the answer to the question, help make a connection to a staff member who could personally assist the person